



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Iowa Applications Submitted at HealthCare.gov

The Iowa Department of Human Services (DHS) is working closely with the federal Centers for Medicare & Medicaid Services (CMS) to obtain the information needed to determine eligibility for Medicaid programs for individuals who applied at HealthCare.gov.

This is an important update.

Accessing Health Care

If an individual who applied at HealthCare.gov needs to see a health care provider during this interim period, DHS cannot guarantee coverage. However, Medicaid eligibility begins the first day of the month in which an individual applies. Applications received between October 1 and January 31, 2014, will be reviewed for January 2014 eligibility.

Applicant Outreach

On Friday, December 27, 2013, DHS sent an email to all applicants waiting on an eligibility determination based on an application submitted at HealthCare.gov. Please see the email message sent below. For those who did not provide an email address, a letter will be mailed.

Dear Iowa Citizen,

This is an important update regarding your application for health care coverage.

The Iowa Department of Human Services (DHS) understands that your health care needs are important.

Our records show that you have applied for health care coverage at the HealthCare.gov website. This message is important if you are waiting to hear if you will get Medicaid. If you have already received a letter from us about getting Medicaid, this message doesn't apply to you.

We want to update you and tell you that:

- We are working with HealthCare.gov to process your application. However, the information we received from the federal site does not give us enough information to process your application at this time.
- We are **asking you to submit an application with Iowa DHS.**
- You can apply for Medicaid with Iowa DHS by:
 - Going online to dhsservices.iowa.gov
 - Calling 1-855-889-7985 7:00 a.m. - 6:00 p.m., Monday-Friday, or
 - Completing a paper/fax application at any local DHS office.
- If you have already applied with DHS, you do not need to complete another application.

Once you apply with DHS:

- After your application is processed, we will send a letter.
 - The letter will tell you if you will get Medicaid starting on January 1, 2014.
 - OR
 - If you are not going to get Medicaid, then the letter will tell you why you are not eligible and what your next steps will be.

If you need to get medical care before you receive the letter, DHS cannot guarantee that your medical bills will be paid later by Medicaid. You should get medical care through your normal health care provider if you have an immediate need.

We will continue to send you updates when we have new information.

If you have questions, please contact us by e-mail at DHSContactCenter@dhs.state.ia.us or by phone at 1-855-889-7985, 7:00 a.m. - 6:00 p.m., Monday-Friday. You can also find more information on our website, [please click here](#).

DHS Contact Information

For questions and additional information, applicants may contact the DHS Contact Center by email at DHSContactCenter@dhs.state.ia.us or by phone at 1-855-889-7985, 7:00 a.m. - 6:00 p.m., Monday-Friday.